Water Heater

EWS 1 & 3 Litres

EWS 3 Litres

EWS 1 Product Design: REGD/237701
EWS 3 Product Design: REGD/237702

Fit it & Forget it

Why people prefer an A. O. Smith water heater...

SUPERIOR QUALITY
Get the best quality that ensures, you have a water heater that works in Indian water conditions.

RELIABILITY
Heating technology that will always give you hot water... Guaranteed!

EXPERT SERVICE
Guaranteed* A. O. Smith Service within 24 hours. Call: 1800-103-2468

INNOVATIVE
Instant water heater with Glass Coated Heating Element.

PROMPT SERVICE
A. O. SMITH EXPERT SERVICE
1800-103-2468
QUALITY SERVICE

A.O.Smith®
Innovation has a name.

* Conditions Apply

User Guide

Innovation has a name.

Congratulations!

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith water heater. You can be sure it will live up to your expectations. Thousands of delighted users all over the world trust A. O. Smith water heaters for their families. This user guide will introduce you to your water heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only water heaters with the Blue Diamond® Glass lining for the inner container of the storage water heater. This cutting edge technology prevents sediment and scaling, fights corrosion and extends the life of your water heater.

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your water heater, just call us from any phone, anywhere in the country to our Toll Free Customer Care No. 1800-103-2468.

Or

Factory Address:
Manufactured by A. O. Smith India Water Products Private Limited
(formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.

About A. O. Smith?

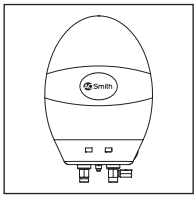
A. O. Smith India Water Products Private Limited was established in 2006. Since then, the A. O. Smith team has conducted numerous focus group studies and spent endless research hours determining what India wanted in a water heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq.ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first manufacturer to invest in and produce glass lined water heaters in India.

Today, A. O. Smith Corporation is one of the largest water heater manufacturers in the world and is a global leader in innovative technology and energy efficient solutions.

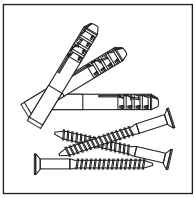
What's in the box?

Electric
Water Heater



User Guide

Wall Mounting
Accessories



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Specifications

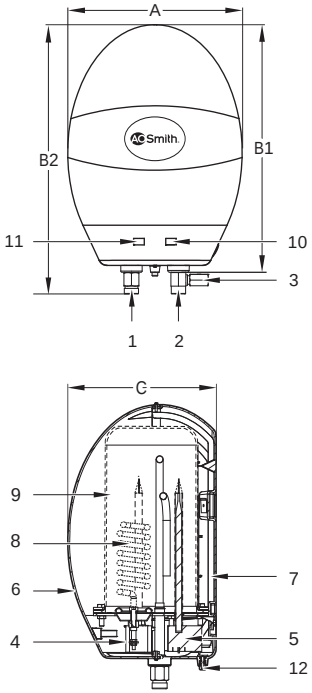
Model	EWS 3	EWS 1
Volume [litres]	3	1
No. of Element	One	One
Power [kW]	3/4.5	3/4.5
Voltage/Frequency [V/Hz]	~230/50	~230/50
Temperature range [°C]	25-75	25-75
Working Pressure [Bar]	6.5	6.5
Inlet/Outlet connections [Inch]	½	½
Tank Warranty [Year]	5	5
Net Weight [kg]	2.6	3.36

Dimensions

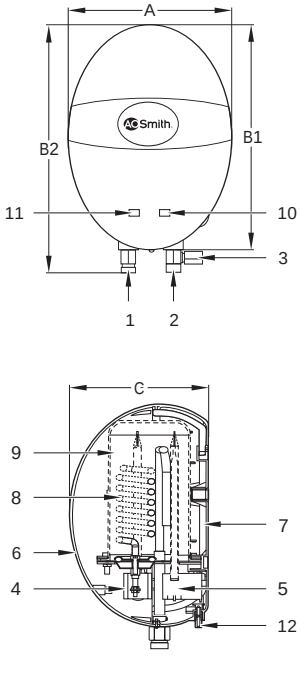
Model	EWS 3	EWS 1
A [mm]	245	215
B1 [mm]	348	306
B2 [mm]	384	346
C [mm]	197	167

Part Descriptors	
1	Outlet
2	Inlet
3	Safety Valve
4	Thermostat
5	Thermal - Cutout
6	Front Casing
7	Back Casing
8	Heating Element
9	Inner Container
10	Green Lamp Indicator
11	Red Lamp Indicator
12	Reset Button

EWS 3 Litre



EWS 1 Litre



Key Features

Glass Coated Heating Element

Scale and sediment build-up on the surface of the element can lead to premature failure. A. O. Smith Glass Coating helps to prevent scale formation and extends the life of the heating element.

High-rated Pressure

The container has a high pressure withstanding capacity of 95 psi (6.5 bar equivalent to 65 metres water head), which makes it suitable for high-rise buildings.

Hi-tech Thermostat & Cutout

It has a superior Thermostat. In case a fault occurs and the water temperature exceeds the preset temperature, the Thermal Cutout cuts off the power supply to assure safety.

Rust-proof Outer Body

Superior quality ABS outer body prevents rusting. The elegantly styled water heater matches kitchen and bathroom décor.

3 year Warranty on Heating Element

This Instant Water Heater gives you a 3 year* warranty on the Glass Coated Heating Element.

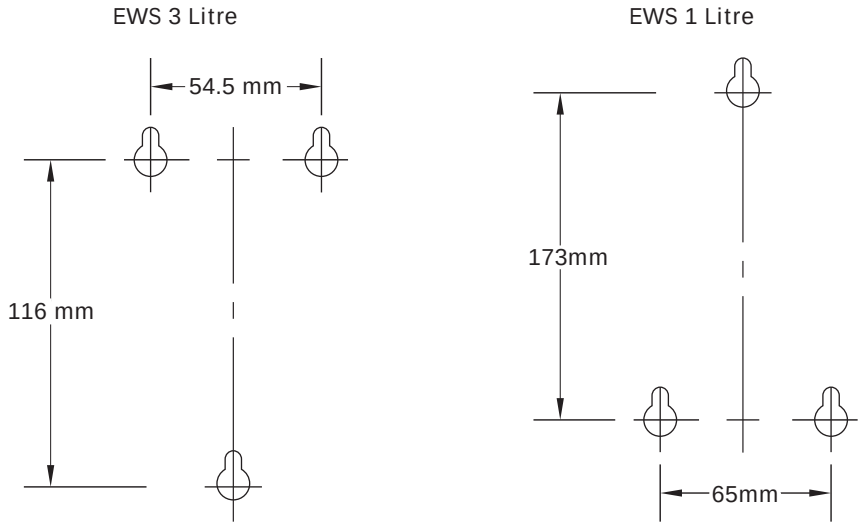
5 year replacement Warranty on Inner Container

The Inner Container is highly dependable, it comes with a 5 year replacement warranty.

*The heating element has a 2 year warranty that can be extended to 3 years if registered within the first two months of purchase.

Installation

Mounting



Water heater must be mounted on the wall by fixing 3 nos. of screws (as provided)

1. Make sure that the wall can withstand at least twice the weight of water heater when completely filled with water.
2. Use a drill bit with diameter of 6mm to drill 3 holes at least 35mm deep in the wall, as shown in the above diagram.
3. Insert the expansion anchors into the holes, tighten the screws providing sufficient gap for mounting the water heater.
4. Hang the water heater using the 3 screws on the wall and ensure the water heater is fixed steadily.

Plumbing

1. Make necessary plumbing with reference to the above installation diagram.
2. It is recommended that suitable nylon/SS braided hoses should be used. These hoses should have a minimum pressure rating of 6.5 Bar and should be compatible for hot water applications.
3. Connect the cold water pipe to the inlet [blue].
4. Connect the hot water pipe to the outlet [red].

   Attention: Make sure a suitable sealing tape is used for all water connections to prevent leakage. Meanwhile, the hoses should not be tightened excessively over the inlet/outlet tubes of the product. The hexagonal faces of the inlet outlet tubes must be held firmly by means of a suitable wrench while fastening the hoses onto them. Failure to do so will result in damages to the product and voids the guarantee.

Electrical Connections

- The Power cord is provided with this water heater. Customer should procure a suitable plug with adequate ratings.
- For a 3kW unit , the power plug should be having a minimum 15 A rating.
- For a 4.5kW unit , the power plug should be having a minimum 20 A rating.
- The Power plug should be BIS certified in view of Product performance and Safety.

Warning:

Connect the water heater using independent sockets, adhering to national standards, to ensure reliable earthing. Do not use adapters. Use pen multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.

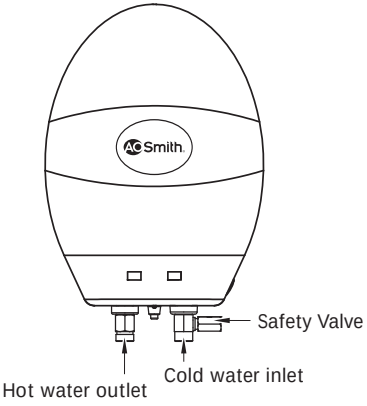
Note :

- The RED, BLACK and GREEN wires in the power cord corresponds to Live, Neutral & Earth connections.
- These should be connected in the Plug accordingly. It is not permitted to leave out or short the earth wire with Neutral.
- Reliable earthing in the circuit should be ensured by the customer before installation.
- Ensure that the Live, Neutral & Earth Terminals in the plug corresponds to the same in the socket.
- Use a pen multimeter to check the socket for any reversed Live & neutral lines and take corrective action by a qualified electrician if required.

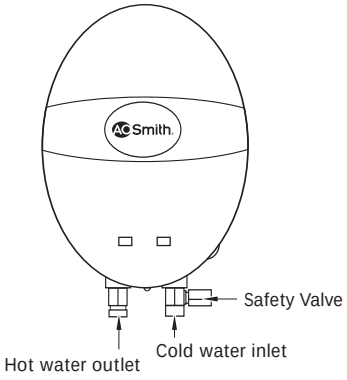
Filling Water

1. Open a hot water faucet nearby to permit the air to escape.
2. Open the cold water inlet valve fully, filling the heater and the piping.
3. Close the hot water faucet when water flows.
4. Check all the connections to see if there is any leak. In case of a leak, drain the heater completely, repair the leaking joint and then refill the heater.

EWS 3 Litre



EWS 1 Litre



Operation Instructions

1. Ensure the installation is done as per instructions (refer Mounting, Plumbing & Electrical Connections section in pages 3 & 4).
2. Ensure the inner container is filled with water (refer Filling Water section in page 4).

Warning: This water heater should not be operated with insufficient amount of water. Failure to do so may result in damage to the water heater & injuries to the users. This will also make the warranty null & void.

3. Plug in the electrical power cord & switch on the electrical supply.

Warning: The water heater should be connected to the mains using a power plug conforming to national standards and suitable current carrying capacity (refer Electrical Connections in page 4).

Do not switch on the heater, if the water in the inner container is in frozen condition.

4. Once the water heater is switched on, both the red & green indicators will glow. Red light indicates the heating & green light indicates the power supply to the water heater.
5. After the water reaches the preset temperature, the red light will switch off indicating that the heating is completed & water heater is in standby mode. The water heater will be in standby mode until the hot water is withdrawn from the outlet or the temperature of the water drops due to passage of time.
6. Open the outlet faucet to get the hot water. Upon withdrawing sufficient amount of hot water, the water heater will again enter into heating mode. This is indicated by glowing of red & green lights.
7. After usage, switch off the electrical supply & close the outlet valve.

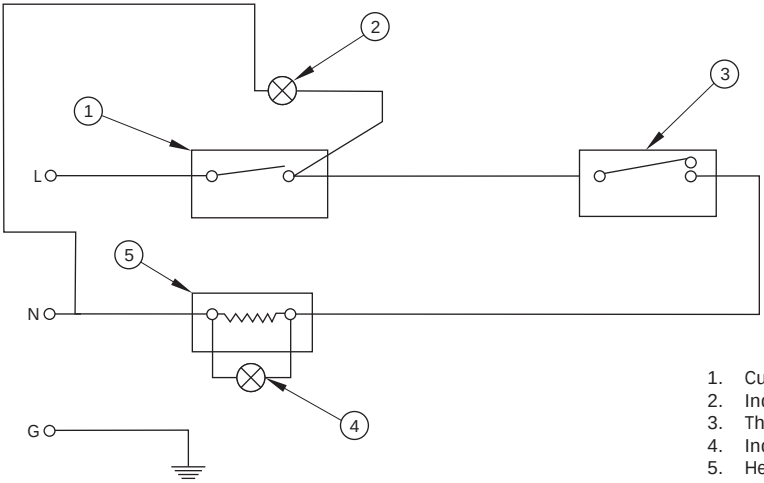
Caution: Hot water over 50°C will cause scalding. In order to protect you and your family especially for the safety of children, ensure that the hot water flow & cold water mix is adjusted in the faucet accordingly before usage. It is advised not to use the outlet from this water heater directly in a shower or in a faucet. Suitable mixing with cold water is required before usage.

Troubleshooting

Problem	Possible Cause(s)	Solution
• Green and Red light off	No power to heater	Turn on electrical switch. Check for blown fuses or tripped breaker
• No hot water	Thermal cutout switch open	Press Reset button
	Control circuit or internal wiring error	Call Customer Care Centre
• Green light on Red light off	Non-functioning thermostat	Call Customer Care Centre
• No hot water	Control circuit or internal wiring error	
• Water heats slowly	Non-functioning element	Call Customer Care Centre
• Thermostat does not shut off	Non-functioning thermostat	Call Customer Care Centre
	Improper calibration	Call Customer Care Centre
• Piping connection leaks	Connection not sealed	Call plumber
• Leaky cover	Tank or parts leak	Shut off power immediately and Call Customer Care Centre

Note: Call Customer Care Centre on 1800-103-2468

Circuit Diagram



1. Cut-out
2. Indicator Lamp Green
3. Thermostat
4. Indicator Lamp Red
5. Heating Element

Warranty

Product warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

* Register your product with the A. O. Smith Customer Care Centre [1800-103-2468] within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 3 years].

1. The customer will notify the Company promptly about defects noticed and give the Company or its Authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Authorised service provider along with the original invoice.
2. Special warranty from the date of purchase is subject to the following conditions:
   - Tank - 5 Years
   - Glass Coated Heating Element - 2 + 1 Years*
   - Rest of the parts - 2 Years
3. Inspection and Test Report of the Company's Office/Authorised service provider will be treated as final and binding under the warranty for determining the defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its Authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by unauthorised person.
6. The water heater should not be operated without water inside the tank. This will make the warranty null and void.
7. In case of dry heating (water heater operated without water inside the tank), if the water heater or any component of the water heater is changed, then it will be done on a chargeable basis. After any repair or part replacement in the water heater, the basic warranty continues as per the actual date of purchase.
8. Components subject to wear, such as anode, are not covered under this warranty.
9. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.

General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.
2. “The customer” shall mean the original purchaser under the purchase agreement.
3. “The Company” shall mean A. O. Smith India Water Heating Pvt. Ltd.
4. The “Purchase Agreement” shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

   Note: Follow any one for registration of the Extended Warranty

   - Call our dedicated Customer Care Centre 1800-103-2468.
   - Fill up the details in our website link (http://www.aosmithindia.com/warranty-form.aspx) to register.
   - Fill up the details in the Warranty Card and mail the same to A. O. Smith India Water Products Private Limited., factory address.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has the option of calling our Authorised service provider and having his A. O. Smith Water Heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Guaranteed Service

1. Different models has different service delivery levels.
2. Service level mentioned for particular models are applicable for Metros & A Class Cities e.g. Delhi & NCR, Bangalore, Hyderabad, Mumbai, Kolkata, Pune, Goa, Cochin, Chennai, Chandigarh & Ahmedabad.
3. Service level deliverables are valid up to city municipal limit only.
4. Service level may differ in case of public holidays & unavoidable conditions due to natural climate, any political & regional regulations.

Warranty Card

Customer Copy to be retained by the Customer

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name and Address: _____

_____

_____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

Warranty Card

Company Copy to be sent back to the Company

Invoice Number: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name and Address: _____

_____

_____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

For Service needs:

Please contact our A. O. Smith
Toll Free Number : 1800-103-2468
SMS us : +91 77029 28887
Email us : aosmithcs@hotwater.com

For grievances please contact : wecare@hotwater.com

Registered Office

Manufactured by A. O. Smith India Water Products Private Limited
(formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.
■ Toll Free No.: 1800-103-2468 ■ Website: www.aosmithindia.com

Regional Office

Chennai:
No:267, Second Floor,
Kilpauk Garden Road, Kilpauk,
Chennai - 600 010.

Kolkata:
224 A, Office No. 811,
8th Floor, Krishna Building,
AJC Bose Road,
Kolkata - 700 017.

Pune:
401 & 402, Citi Mall,
Ganeshkhind Road,
Near Pune University,
Pune - 411 007.

Delhi:
105 & 106, Plot No. 19,
Sagar Plaza, Laxmi Nagar District Centre,
Vikas Marg, Laxmi Nagar,
New Delhi - 110 092.

Mumbai:
Sanjar Enclave,
No. 509, CTS No. 428, S. V. Road,
Opp. Milap Cinema, Kandivali (West),
Mumbai - 400 067.

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